**After a close call with online scamming, A (24 years old) was invited to participate in the Options in Life digital skills course to improve her experience of navigating the online world. She now has her confidence back and has been exploring how to incorporate her digital skills into a career.**

A started participating in Options in Life activities after COVID-19. Before then she was a confident individual and was managing her learning difficulties well.

A’s mum explained “COVID-19 had a lasting impact on A. She became frightened to interact face to face with people and turned to online chat. At first, this seemed harmless enough and we were just glad that she was socialising again. However, eventually we found out that she was in a relationship with a fraudster who was asking her to send money. We had no support and didn’t know how to help her”.

Fortunately, A’s family made Options in Life aware of the situation and asked if there was anything that the charity could help with. The digital skills course seemed a perfect fit.

Over the weeks, it was apparent that A had a lot of digital skills but actually lacked the basic knowledge. She was a fast learner though and took the course in her stride. She learned how to recognise whether websites were safe to use, the safe sharing of personal information and online banking safety. With this, A’s confidence grew and she was able to join the more advanced group, looking into employment and using digital skills to enhance employment opportunities.

Rob Burns, Projects Coordinator for Options in life said “A has always been a more able service user but sometimes this can mean that basic needs can be overlooked. Her family thought that she had the knowledge to be online safely. This wasn’t the case. Watching A learn key basic skills around being online has been fascinating to watch. She has taken it all in her stride and realised the errors that she made previously. She is now participating in the Advanced Employability Group and has found a real passion for supporting others to be safe online.”

A’s dream job now is working with an organisation that supports people to stay safe online. From being a victim of online scamming to having the confidence to demonstrate to others how not to be scammed, the digital skills course has changed A’s life completely.